



WELCOME

Set-Up Guide
START HERE!

Dear Valued Customer,

Thank you for ordering hosted VoIP from Cypress Communications. Your new service is the most reliable and versatile in the industry and provides a vast range of features, including:

- Calling using a stylish, feature-rich IP phone (with voicemail).
- Managing voicemail using a portal accessible from the Internet.
- Synchronizing voicemail messages with Microsoft Outlook®.
- (Available with Multimedia Seat only). Conducting intra-enterprise expense-free audio conferences and webinars (including file and application sharing).
- Integrating your IP phone with your PC, thus turning your PC into a soft phone.
- Managing incoming calls by routing and filtering the calls using a convenient Personal Agent Web Portal.

Please follow the steps below to set up your service.

STEP 1: Set up your phone

- a. Remove your IP phone from the shipping carton.
- b. Insert the black cable into an available Ethernet port on your router.
- c. Your computer should remain plugged directly into another available port on the router. However, if you no longer have remaining available ports to do this, i.e., you unplugged the computer to plug in the IP phone, you may plug the white cable into the Ethernet adapter port on your computer. Otherwise, you may remove and put away the white Ethernet cable.
- d. Insert the AC Power cord into a working electrical outlet.

If you encounter problems with connecting your IP phone, refer to the "Troubleshooting" section at the end of this guide.

STEP 2: Log into your phone

Your IP phone has been pre-configured so that when connected properly it should initialize and auto-login. You will know that you are logged in if your personal 10-digit phone number appears on the right side of the display screen.

If your IP phone does not auto login:

- a. Enter your IP phone User ID (your 10-digit telephone number), as shown on the Customer Information Sheet included in

this package; press the key that has "OK" displayed above it.

- b. Enter your IP phone Password as shown on the Customer Information Sheet; press the key that has "OK" displayed above it. For your security, we strongly recommend that you change your password as soon as you have finished setting up your service.

To change your IP phone password:

- a. Press the key that has Menu displayed above it.
- b. Press 74 on the numeric keypad.
- c. Follow the prompts on the display screen.

STEP 3: Set up your Voicemail

- a. Press the Voicemail key on your IP phone. You will be directed to the voicemail message center.
- b. After you are prompted, enter your Voicemail Password, found on the Customer Information Sheet included in this package, and press the # key.
- c. The system requires that you record your name and personal greeting upon first login to voicemail.
 - Record your name at the tone and then press the # key. You will be prompted to press the # key to accept, the 1 key to replay the recording, or the * key to erase and re-record your name.

- Record your personal greeting and then press the # key. You will be prompted to press the # key to accept, the 1 key to replay the recording, or the * key to erase and re-record your personal greeting.

- d. The system requires that you change your password upon first login.

STEP 4: Load your VoIP Client Software

Cypress provides free software that enables you to use your PC as your phone or to integrate your PC with your desktop IP phone. Downloading and installing the software is optional, but is strongly encouraged as it will enrich your experience.

To download and install the VoIP Client software, please visit:

<http://www.cypresscom.net/pdf/mocquickinstallguide.pdf>



For information on using the VoIP Client software, please visit:

<http://www.cypresscom.net/RemoteSeat>

Your IP phone is now ready for use!

For your convenience, we have included User Information Guides for your IP phone service and Voicemail service. Only those features that your company has selected will apply.

Troubleshooting

Internet Connectivity	Your IP phone runs over your home Internet service. Please make sure you are able to access the Internet using a computer connected to the same network as your IP phone. If you cannot, please contact your Internet Service Provider (ISP) for assistance.
Power	You will be able to tell that your IP phone has power if the LCD display contains text. If the LCD display contains no text, make sure that one end of the AC Power cord is securely inserted into a working electrical outlet and that the other end is securely inserted into the power connector on the IP phone.
Ethernet Connection	Make sure that one end of the black cable is securely inserted into the Ethernet port on the IP phone (identified by the  symbol) and that the other end is securely inserted into the Ethernet port of your DSL/Cable modem. If you are using a broadband router, it should be plugged into the router.
Link Light Green	The "link" indicator light next to the Ethernet port on the IP phone (identified by the  symbol) should be GREEN. If it is not, make sure that the device to which your Ethernet cable is attached (either the DSL/Cable modem or the broadband router) is "enabled" according to the instructions provided by the device manufacturer.
Invalid Login	If your IP phone displays "Input error: Unsupported user," verify that you have entered the correct IP phone User ID, as shown on the Customer Information Sheet included in this package. If your IP phone displays "Authentication required. Enter password:" verify that you have entered the correct IP phone Password (the last four digits of your 10-digit phone number plus 99) shown on the Customer Information Sheet. If the same message appears after entering the information correctly, please call us at 888-528-1799.
Voice Quality Issues	Because the remote seat is not on Cypress-managed bandwidth, your call is subject to the quality of your underlying Internet service. You can positively influence the quality of the call by minimizing the other Internet traffic you pass while on the phone. For example, you will notice a degradation of service quality if you transfer a large file while on the phone.
Phone Disconnecting	Typically this is caused by issues with your firewall. Make sure your firewall allows consistent NAT.
Server Unreachable/ Starting DHCP	If your phone continuously displays "Server Unreachable," "Starting DHCP," or "Searching for S1/S2", this is generally related to a loss of Internet connection or a configuration setting error. Verify you have Internet service by accessing the Internet from a computer connected through the same router as your IP phone. If you're able to access the Internet, use the following information to verify your phone configuration and make changes as necessary. <i>When completing the steps below, use the silver arrow pad in the middle of the phone. Press the button in the center of that arrow pad to Enter/Select.</i> <ul style="list-style-type: none"> • Press the "Services" key twice. Use the down arrow to select Network Configuration. • Use the right arrow to view S1 IP and then S2 IP. Both settings should be: 216.198.83.180 • Use the right arrow to view DHCP. That setting should be Partial. <ul style="list-style-type: none"> – If within your local network you have assigned a static IP address to your phone (e.g., to set your firewall to always pass Cypress phone traffic to the IP phone), the DHCP setting should be No. (Follow the instructions provided to set up that IP address. You will need to use an IP address in the range of the other devices on your network.) • VoiceVLAN: Must be set to No VLAN.
One-Way Audio	If you experience problems with one-way audio (typically, you cannot hear callers, but callers can hear you) this is possibly an issue with port filtering on your router or firewall. Please use the Customer Firewall Settings guideline below to assist in making the necessary changes.

Customer Firewall Settings

Source (Outbound) Destination (Inbound)	Destination (Outbound) Source (Inbound)	Direction*	Port	Cypress Resource
Customer LAN	64.190.127.4	Outbound & Inbound	SIP 5060 (UDP)	PC Client Proxy (MCS)
Customer LAN	64.190.127.18	Outbound & Inbound	Unistim 5000 (UDP)	IP phone S1 Address (MCS)
Customer LAN	64.190.127.21	Outbound & Inbound	Unistim 5000 (UDP)	IP phone S2 Address (MCS)
Customer LAN	64.45.160.132	Outbound & Inbound	RTP 40K – 60K (UDP)	Audio Path
Customer LAN	64.190.129.11	Outbound	IMAP 143 (TCP)	Unified Messaging (eMail)
Customer LAN	216.198.83.180	Outbound & Inbound	Any	Remote IP phone S1 Address (CS2K)
Customer LAN	216.198.83.172	Outbound & Inbound	Any	VoIP Traffic
Customer LAN	64.190.129.10	Outbound	HTTP/HTTPS 80/443 (TCP)	Voicemail Portal

* Outbound specified for firewalls that do not implicitly allow sessions to be established in the outbound direction.